



Iowa Department of Human Services

Kim Reynolds
Governor

Adam Gregg
Lt. Governor

Jerry R. Foxhoven
Director

INFORMATIONAL LETTER NO.1861-MC-FFS

DATE: November 30, 2017

TO: Iowa Medicaid Providers

APPLIES TO: Managed Care (MC) and Fee-for-Service (FFS)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Non-emergency Medical Transportation (NEMT) IA Health Link Transition Update

EFFECTIVE: Immediately

As announced in Informational Letter (IL) [1848-MC- FFS-D](#)¹, effective December 1, 2017, AmeriHealth Caritas will no longer be an available Managed Care Organization (MCO) option through the IA Health Link program.

Members were [notified](#)² that they were able to make a choice to change their MCO. This has changed. Please see IL [1862-MC- FFS-D](#)³. Members who self-elected Amerigroup Iowa on or before November 16, 2017, will temporarily transition to Iowa Medicaid FFS until Amerigroup Iowa has capacity.

Scheduling FFS Trips for Dates of Service Occurring on or after December 1, 2017:

Members who are considered FFS or not enrolled with an MCO will continue to have their NEMT provided by Access2Care (AC2). Members should contact A2C to schedule rides for December.

Access2Care

Phone: 866-572-7662 (Toll Free)

Operating Hours: 8:00 a.m. until 5:00 p.m. Monday through Friday

Website: <http://www.access2care.net/>

Scheduling Trips with an MCO for Dates of Service Occurring on or after December 1, 2017:

AmeriHealth members who transitioned to UnitedHealthcare Plan of the River Valley, Inc. (UHC) and need to schedule a December trip should contact UHC. UnitedHealthcare Plan of the River Valley, Inc.

¹ https://dhs.iowa.gov/sites/default/files/1848-MC-FFS-D_AmeriHealth_Caritas_Withdraw.pdf

² <https://dhs.iowa.gov/sites/default/files/470-5499.pdf>

³ https://dhs.iowa.gov/sites/default/files/1862-MC-FFS-D_SuspensionofMCO%20Choice%20%282%29_JS%20%281%29.pdf

Phone: 1-800-464-9484
Operating Hours: 7:30 AM - 6 PM, Monday to Friday
Website: <http://www.uhccommunityplan.com>

Members who have been with Amerigroup will continue to schedule trips with Amerigroup's NEMT vendor LogistiCare Solutions, LLC.

Amerigroup Iowa, Inc. NEMT Vendor Information:
LogistiCare Solutions, LLC
Reservations: 1-844-544-1389
Where's My Ride: 1-844-544-1390
Operating Hours: 7:30 AM – 6:00 PM, Monday to Friday
Website: <http://www.logisticare.com/>

Members who do not know their MCO assignment or have questions regarding NEMT can call the IME Member Services Unit at: 1-800-338-8366 or 515-256-4606 or email at IMEMemberServices@dhs.state.ia.us.

Providers with questions, please contact the IME Provider Services Unit at 1-800-338-7909 or email at imeproviderservices@dhs.state.ia.us.